



2011

# Public Health Preparedness Training Program and Exercise Guidance

Office of Risk Communication and  
Education

Office of Emergency Preparedness

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# Section 1

## VDH Public Health Preparedness Training Program and Exercise Guidance: An Introduction

We are pleased bring you the latest update of this training and development program for 2011-2012. This program includes a description of preparedness **training that is required for Calendar Year 2011** for VDH employees that have an emergency response role identified in their EWP (Employee Work Profile) or as directed by their supervisor. This program also includes training opportunities that are not specifically required but may be assigned by your supervisor based on your role in an emergency. You may also wish to pursue a certain course of study on your own.

As in the past, the program includes required NIMS (National Incident Management System) training and TSAO (Terrorism and Security Awareness) as required by Executive Order. Other training has been included in response to demonstrated needs indicated in the Training Needs Assessment survey conducted in January, 2009.

The **Emergency Preparedness & Response Certificate Program** includes two levels: Basic and Intermediate. Each level allows the employee to broaden their knowledge, skills, and abilities regarding a public health response to an emergency situation. Advanced Level Preparedness training is in development.

You may have been referred to this program by the VDH Statewide Employee Orientation Program (SEOP). All classified employees are required to complete the VDH Statewide Employee Orientation Program. The EP&R Basic Level Certificate is included as a part of the SEOP.

All VDH employees are required to take specific training courses in order to respond effectively in an emergency; the level of training required depends on the role(s) you will have in an emergency situation. Your supervisor will determine your role and incorporate necessary or recommended training into your annual Employee Development Plan.

# 1.1 The Public Health Preparedness Certificate Program

## **Basic Level Certificate:** (REQUIRED TRAINING)

This certificate level is designed in cooperation with the Statewide Employee Orientation Program (SEOP). The Basic Level Public Health Preparedness certificate is integrated into the SEOP training program. All employees completing SEOP will earn a Basic Level certificate.

**This Basic Level is where you will find all the required training courses mandated by VDH or the Governor of Virginia for all Classified Employees**

## **Intermediate Level Certificate:**

This certificate level allows the employee to gain knowledge in these categories:

- Epidemiological Investigation
- Mass Prophylaxis
- National Incident Management System (NIMS)
- Communications
- Isolation and Quarantine

## **Advanced Level Certificate:**

Advanced Level training is for VDH leadership and is specific to each role. And advanced curriculum is in development.

## **1.2 Basic Level Public Health Preparedness Certificate Blended Learning Series (BLS)**

TRAIN Course ID **1017973**

All variants of the following courses can be found and tracked by using the single **course ID number above**. Below you will find a table illustrating the recommended versions of the EP&R elements of the SEOP. Please note that there are different versions of some of these courses and **completion of any version is acceptable** toward earning the Basic Level EP&R Certificate. You will find a complete list on TRAINVirginia when you register for the BLS.

Course	Course Information
<b>Terrorism and Security Awareness (TSAO)</b>	<p>This basic awareness course is designed to orient state employees on the subject of terrorism, to provide basic prevention and self protection techniques, and to familiarize employees with their role and their agencies role in responding to emergencies.</p> <p>TRAIN Course ID: <b>1004453</b></p>
<b>VDH: Agency Role in an Emergency Response</b>	<p>This course will help health department employees understand the agency's role and how they can be prepared to work during public health emergencies.</p> <p>TRAIN Course ID: <b>1018305</b></p>
<b>VDH: Health Alert Network (HAN) user training</b>	<p>A web-based training detailing the use of this tool for keeping VDH employees informed on emergency situations.</p> <p>NOTE: Some employees may have received a higher level of training as a Document Center Author or Administrator, depending on their role in the work unit.</p> <p>TRAIN Course ID: <b>1027846</b></p>
<b>IS-700.a</b>	<p>This course introduces and overviews the National Incident Management System (NIMS). NIMS provides a consistent nationwide template to enable all government, private-</p>

**IS-100.b**

sector, and nongovernmental organizations to work together during domestic incidents.

**TRAIN Course ID: 1016070**

This course is designed to give an introduction to the principles, common terminology and position responsibilities when responding to an event using the Incident Command System.

**TRAIN Course ID: 1024627**

## 1.3 Intermediate Level Public Health Preparedness Certificate

TRAIN Course ID **1021692**

This certificate can be found in the form of a Blended Learning Series (BLS) on TRAINVirginia. This BLS may be assigned to an employee by a Supervisor as part of the Employee Development Plan or an employee may choose to pursue this as a topic of interest.

Category	Course
<b>The National Incident Management System (NIMS)</b>	<b>IS 200.b ICS for Single Resources and Initial Action Incidents</b> TRAIN Course ID <b>1024638</b>
<b>Exercise or event/incident participation</b>	<b>VDH: Exercise Participation</b> TRAIN Course ID <b>1024076</b>
<b>Isolation &amp; Quarantine</b>	<b>VDH: Introduction to Isolation and Quarantine</b> TRAIN Course ID <b>1021694</b>
<b>Epidemiological Investigation</b>	<b>What is Epidemiology in Public Health? – Northwest Center for Public Health Practice</b> TRAIN Course ID <b>1016592</b>
<b>Mass Prophylaxis</b>	<b>Mass Dispensing - A Primer for Community Leaders- University at Albany Center for Public Health</b> TRAIN Course ID <b>1009414</b>
<b>Communications or Psychological First Aid</b>	<b>Effective Communication - IS – 242.a - FEMA/EMI</b> TRAIN Course ID <b>1025700</b>  <b>Psychological First Aid</b> Course TBA



## **1.4 The Advanced Level EP&R Certificate**

Advanced Level training is for VDH leadership and is specific to each role.

# Section 2

## A Guide to NIMS Compliance

The National Incident Management System (NIMS) represents a core set of doctrine, concepts, principles, terminology, and organizational processes that enables effective, efficient, and collaborative incident management across all emergency management and incident response organizations and disciplines.

Homeland Security Presidential Directive (HSPD)–5, *Management of Domestic Incidents*, which established NIMS, adoption and implementation of the NIMS by State, tribal, and local organizations is one of the conditions for receiving Federal preparedness assistance (through grants, contracts, and other activities).

Adequately trained and qualified emergency management/response personnel are critical to the national implementation of NIMS.

VDH plays a critical role in Virginia’s ability to respond to emergencies that affect the health and safety of the citizens of the Commonwealth. As such, we follow NIMS to allow us to integrate with other emergency response agencies during a time of emergency.

Adequately trained personnel will be necessary should VDH need to respond to a large-scale emergency. Your supervisor will determine what level (beyond the minimum requirements) of NIMS training is appropriate for your role in your district or work unit’s emergency response plan.

VDH has a cadre of trained instructors to deliver NIMS courses. In addition, several courses are offered online. Instructor-led courses are also available from the Virginia Department of Emergency Management (VDEM) and other partner agencies.

**The chart on the following page gives a quick reference to NIMS TRAINING for CY 2011.**

**Please refer to Sections 2.2 and 2.3 for more specific information.**

**The level of NIMS training for each employee (beyond the basic requirements of IS-700a and IS-100b) is to be determined by the district or work unit leadership. This decision should be based on each employee's assigned role in an emergency.**

## 2.1 NIMS Training Step Chart



### VDH NIMS Training CORE COURSES At-a-Glance

Please consult your supervisor to determine which NIMS courses (beyond those listed for “all employees”) are required for you to fill your role in an emergency. Guidance is below:

	VDH Staff	Courses
<b>Leadership</b> <ul style="list-style-type: none"> <li>• IS 800.B</li> <li>• ICS 400</li> </ul>	<p>For IS 800.B All employees with leadership or management duties during an incident.</p> <p>For ICS 400: All employees who may serve as an Incident Commander or Operations Section Chief in an ICS</p>	<p>IS-800.B National Response Framework, An Introduction. A VDH print-based self-study course, available at VDH's EP&amp;R web site. TRAIN Course ID: 1014130</p> <p>Completion of online post-test required.*or FEMA web-based course IS-800.B* TRAIN Course ID: 1011882</p> <p>IS-400: Advanced ICS. Prerequisites are IS-200 and IS-300. This is a VDEM &amp; VDH classroom course only***</p>
<b>Managers</b> <ul style="list-style-type: none"> <li>• ICS 300</li> </ul>	<p>All employees with leadership or management duties during an incident. Examples include (but not limited to): Directors, senior management at district level, planners, epidemiologists, program managers</p>	<p>IS-300: Intermediate ICS.</p> <p>Prerequisites are basic ICS course or IS 200. This is a VDEM &amp; VDH classroom course only***</p>
<b>Supervisors</b> <ul style="list-style-type: none"> <li>• IS 200.b</li> </ul>	<p>Front-line supervisors and all employees with leadership or management duties during an incident.</p>	<p>IS 200.b ICS for Single Resources and Initial Action Incidents</p> <p>TRAIN Course ID: 1024638</p>
<b>All Employees</b> <ul style="list-style-type: none"> <li>• IS 100.b</li> <li>• IS 700.a</li> </ul>	<p>All employees with emergency response in their job duties</p>	<p>IS 100.b Introduction to the Incident Command System</p> <p>TRAIN Course ID: 1024627</p> <p>IS 700.a National Incident Management System: an Introduction</p> <p>TRAIN Course ID: 1016070</p>

\*\* VDEM classroom training schedule available at: <http://www.vdem.state.va.us/train/calendar.cfm>  
 \*\*\* TRAIN Virginia: <https://va.train.org>

See **SECTION 4.3** for additional position-specific NIMS Courses that may be required based on your role in an emergency response

## 2.2 Core NIMS Courses for VDH Personnel

### **IS-700.a National Incident Management System (NIMS), An Introduction**

*Who:* All Classified Employees

*How:* Online through TRAINVirginia Course ID: 1016070

#### ***Course Objectives***

- **Concepts:** Describe the key concepts and principles underlying the NIMS.
- **ICS:** Identify the benefits of using ICS as the national incident management model.
- **Area Command:** Describe when it is appropriate to institute an area command.
- **MACS:** Describe when it is appropriate to institute a Multiagency Coordination System.
- **JIS:** Describe the benefits of using a JIS for public information.
- **Preparedness:** Identify the ways in which the NIMS affects preparedness.
- **Resource Management:** Describe how the NIMS affects how resources are managed.
- **Communications:** Describe the advantages of common communication and information management systems.
- **Technology:** Explain how the NIMS influences technology and technology systems.
- **NIC:** Describe the purpose of the NIMS Integration Center.

## **IS-100.b: Introduction to the Incident Command System**

*Who:* All Classified Employees

*How:* Online through TRAINVirginia Course ID: 1024627

### ***Course Objectives***

- **Purpose of ICS:** Identify requirements to use ICS, three purposes of ICS, and common incident tasks.
- **Basic Features of ICS:** Describe the basic features of ICS.
- **Incident Commander and Command Staff Functions:** Describe the role and function of the incident commander and Command Staff.
- **General Staff Functions:** Describe the role and function of the Operations, Planning, Logistics and Finance/Administration sections.
- **Facilities:** Describe the six basic ICS facilities, identify facilities that may be located together, and identify facility map symbols.
- **Common Responsibilities:** Describe common mobilization responsibilities and common responsibilities at an incident, list individual accountability and responsibilities, and describe common demobilization responsibilities.

## **IS-200.b: ICS for Single Resources and Initial Action Incidents**

*Who:* Front-line supervisors and all employees with leadership or management duties during an emergency

*How:* Online through TRAINVirginia Course ID: 1024638

### ***Course Objectives***

- **Leadership and Management:** Describe the chain of command and formal communication relationships, identify common leadership responsibilities, describe span of control and modular development, and describe the use of position titles.
- **Delegation of Authority and Management by Objectives:** Describe scope of authority and the process by which authority is delegated. Management by objectives must be described and explained.
- **Functional Areas and Positions:** Identify the ICS tools to manage an incident, demonstrate the function of organizational positions within ICS, and demonstrate the use of an ICS 201 form.

- **Briefings:** Give an operational briefing and describe components of field, staff and section briefings/meetings.
- **Organizational Flexibility:** Explain how the modular organization expands and contracts, complete a complexity analysis given a specific scenario, define the five types of incidents, and describe the importance of preparedness plans and agreements.
- **Transfer of Command:** List the essential elements of information involved in transfer of command and describe a transfer-of-command process.

### **ICS-300: Intermediate ICS**

*Who:* All employees with leadership or management duties during an incident.

Examples include (but not limited to): Directors, senior management at district level, planners, epidemiologists, program managers

*How:* This is a two-day discussion-based classroom course. It is available through VDH, VDEM, and other local agencies at different times throughout the year. Consult your Regional Training Coordinator for assistance locating a session of this course

### ***Course Objectives***

- **ICS Fundamentals Review:** Explain ICS staffing fundamentals and organization, including reporting and working relationships, information flow, and transfer of command. Match responsibility statements to each ICS organizational element.
- **Unified Command:** Define and identify the primary features of unified command. Describe the unified command organization and functions in a multi-jurisdictional or multiagency incident. Demonstrate roles and reporting relationships under a unified command in single and multi-jurisdictional incidents.
- **Incident Management Operations:** Describe methods and tools used to assess incident/event complexity. Describe the five steps in transferring and assuming incident command. Identify the key principles of incident management operations. Describe the process for developing incident objectives, strategies, and tactics.
- **Resource Management:** Identify and describe four basic principles of resource management. Identify the basic steps involved in managing incident resources. Demonstrate proper use of ICS forms.

- **Planning Process:** Identify the importance of and explain the differences between planning for incidents or events. Discuss major planning steps, including logistical concerns, cost-benefit analysis, situational understanding, plan development, implementation, and evaluation

- **Demobilization, Transfer of Command, Closeout**

## **ICS-400: Advanced ICS**

*Who:* All employees who may serve as an Incident Commander or Operations Section Chief in an ICS (NOTE: this course is appropriate for only a very small number of VDH employees)

In most cases, we find that after taking ICS 300, our staff will rarely use most of that content and have little need for continuing on to the ICS 400 level unless specific command assignments mandate it for NIMS compliance. We do however advocate that personnel are well served by taking every opportunity to apply the ICS skills for their functional level through participation in drills, workshops and other exercise activities. Rather than attending ICS 400 when not required, we recommend that appropriate personnel complete the Emergency Management Institute's ICS related Independent Study courses such as: IS-701 thru IS-704. These courses can be of immediate benefit to the agency's routine operations.

One often cited misconception, which is really not the case (and may actually be detrimental), is that completing the ICS 400 courses will benefit personnel functioning at less involved response levels. In fact, for the majority of response agency staff members, there is little, if any, benefit to taking ICS 400 because the course does not add to an individual's functional level knowledge or skills. The information in the ICS 400 course only addresses large scale / multi-jurisdictional events that are very rare occurrences where overall incident management is handled by only a few of the most senior command personnel with jurisdiction-wide responsibilities.

*How:* This is a two-day discussion-based classroom course. It is available through VDH, VDEM, and other local agencies at different times throughout the year. Consult your Regional Training Coordinator for assistance locating a session of this course

## ***Course Objectives***

- **Command and General Staff:** Describe how unified command functions in a multi-jurisdictional or multiagency incident. List the major steps involved in the planning process. Describe issues that influence incident complexity and available analysis tools. Describe the primary guidelines and responsibilities of the Command and General Staff positions.

- **Major and/or Complex Incident/Event Management: Deputies and Assistants:** List the primary factors affecting major and/or complex incidents and events. List the four expansion options for incident/event organization and describe their application.



- **Area Command:** Define and list the principal advantages of area command, and describe how, where, and when area command would be established. Describe area command organization and identify six primary functions of area command.
- **Unified Command:** Demonstrate knowledge of unified command structure and operations.
- **Multiagency Coordination:** Describe the kinds of incident/event management problems that can occur due to a lack of multiagency coordination. Identify the major guidelines for establishing and using MAC groups and systems and their primary components. List the responsibilities of key elements with MACS.
- **Organizational Relationships:** Describe the organizational relationships among area command, unified command, multi-entity coordination systems, and emergency operation centers.

### **IS-800B: National Response Framework (NRF), An Introduction**

*Who:* All employees who may serve as an Incident Commander or represent VDH leadership in a statewide emergency response

*How:* Online through TRAINVirginia Course ID: **1011882**

#### ***Course Objectives***

- **Purpose:** The course introduces participants to the concepts and principles of the NRF and the response doctrine.
- **Roles and Responsibilities:** Describe the roles and responsibilities of entities as specified in the NRF and actions that support national response.
- **Organization:** Identify the organizational structure used for NRF coordination. Describe the field-level organizations and teams activated under the NRF.
- **Incident Management:** Identify the incident management activities addressed by the NRF to include multiagency coordination.
- **Planning:** Describes how planning relates to national preparedness.

## 2.3 Position-Specific NIMS Courses

### **IS-701: NIMS Multiagency Coordination Systems (MACS)**

*Who:* Incident Commanders and all personnel with a direct role in MACS and complex incident management or response

*How:* Online through TRAINVirginia Course ID: 1020084

#### ***Course Objectives***

- **Concepts:** Describe the key concepts and principles underlying NIMS.
- **ICS:** Identify the benefits of using ICS as the national incident management model.
- **Area Command:** Describe when it is appropriate to institute an area command.
- **MACS:** Describe when it is appropriate to institute a Multiagency Coordination System.
- **JIS:** Describe the benefits of using a JIS for public information.
- **Preparedness:** Identify the ways in which the NIMS affects preparedness.
- **Resource Management:** Describe how the NIMS affects how resources are managed.
- **Communications:** Describe the advantages of common communication and information management systems.
- **Technology:** Explain how the NIMS influences technology and technology systems.
- **NIC:** Describe the purpose of the NIMS Integration Center

### **IS-702.a: NIMS Public Information Systems**

*Who:* VDH Public Information Officers and Communications Specialists

*How:* Online through TRAINVirginia Course ID: 1022919

#### ***Course Objectives***

- **Joint Information System & Joint Information Center:** Define NIMS public information systems, including onsite operations, the JIS and the JIC, and how they relate to each other.

- **JIS/JIC Process:** Describe the JIS/JIC process of gathering, verifying, coordinating, and disseminating information by public information and incident management personnel.
- **Agency Participation:** Identify each agency involved in given emergency situations and the role of each in the JIS to ensure that appropriate situational awareness information is communicated to the public.
- **Relationship to MACS:** Define key terms related to public information systems, including the relationship with multiagency coordination systems and the field.
- **Resource Requirements:** Identify typical resource requirements for public information systems.

### **IS-703: NIMS Resource Management**

*Who:* All personnel with a significant resource management role in emergency management and incident response

*How:* Online through TRAINVirginia Course ID: 1020654

#### ***Course Objectives***

- **Concepts and Principles:** Establishing systems for describing, inventorying, requesting, and tracking resources.
- **Activation:** Activating these systems prior to and during an incident.
- **Dispatch:** Dispatching resources prior to and during an incident.
- **Deactivation:** Deactivating or recalling resources during or after incidents.

### **IS-704: NIMS Communication and Information Management**

*Who:* All personnel responsible for communications and information management activities before, during, and after an incident

*How:* Online through TRAINVirginia Course ID: 1019453

#### ***Course Objectives***

At the conclusion of this course, participants should be able to:

- Define communications and information management at the local, tribal, State, and Federal levels of government to include the common operating picture and common communications and data standards.

- Identify each agency involved in communications and information management activities before, during, and after a domestic incident.
- Identify typical interoperability standards established by the NIMS Integration Center relative to communications and information management, including incident notification and situation reports, status reports, analytical data, geospatial information, wireless communications, and identification and authentication issues.
- Define key terms related to communications and information management, including the relationship with multiagency coordination systems, public information, and the field.
- Identify incident management communications issues relative to the incident command system for individual jurisdictions and for multiple jurisdictions.
- Identify potential coordination and policy issues arising from an incident relative to communications and information

## **IS-706: Intrastate Mutual Aid - An Introduction**

*Who:* Health directors, emergency planners

*How:* Online through TRAINVirginia Course ID: 1010056

### ***Course Objectives***

At the conclusion of this course, you should be able to:

- Describe the purpose, benefits, and uses of mutual aid and assistance.
- Explain how mutual aid and assistance agreements relate to NIMS.
- Identify what information should be included in a mutual aid and assistance agreement.
- Explain the process for developing mutual aid and assistance agreements.
- Identify the elements of a mutual aid and assistance operational plan.

## **2.4 VDH: VERT (Virginia Emergency Response Team)**

The Virginia Emergency Response Team (VERT) is a group of subject matter experts representing functional areas from State Agencies, Voluntary Organizations and private partners assisting in the planning, response and mitigation to incidents, disasters and/or pre-planned events throughout the Commonwealth of Virginia. The VERT centralizes and coordinates state government emergency operations through:

- Resource management, provision and allocation of resources
- Advice and counsel to the Governor, to formulate policy, establish priorities
- Collection, analysis and dissemination of information
- Coordination with the other states and the federal government

The Virginia Emergency Operations Center (VEOC), when augmented for 24 hour operations is staffed by the VERT. Training requirements for the VEOC are based upon State and Federal guidelines and may also include position specific requirements. This training ensures a readily available, experienced and skilled work force capable of operating for an extended time period in a high stress environment.

Some VDH employees are also VERT members and, as such, are required to take additional NIMS and other courses designed to enhance the performance of the VEOC (Virginia Emergency Operations Center) during an emergency.

The Virginia Department of Emergency Management (VDEM) has developed the following curriculum for all VERT members. VDEM has set the course and time requirements in an effort to have clear and uniform credentialing requirements for all team positions.

# VDH VERT Basic Training Certificate

This certificate can be found in the form of a Blended Learning Series (BLS) on TRAINVirginia. COURSE ID for the BLS is **1024871**

Course	Course Information
<b>IS-700.a</b>	<p>This course introduces and overviews the National Incident Management System (NIMS). NIMS provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents.</p> <p><b>TRAIN Course ID: 1016070</b></p>
<b>IS-100.b</b>	<p>This course is designed to give an introduction to the principles, common terminology and position responsibilities when responding to an event using the Incident Command System.</p> <p><b>TRAIN Course ID: 1024627</b></p>
<b>IS-200.b</b>	<p>This course is designed to enable personnel to operate efficiently during an incident or event within the Incident Command System (ICS). ICS-200 provides training on and resources for personnel who are likely to assume a supervisory position within the ICS.</p> <p><b>TRAIN Course ID: 1024638</b></p>
<b>IS-800.B</b>	<p>This course will introduce participants to the concepts and principles of the National Response Framework</p> <p><b>TRAIN Course ID: 1011882</b></p>
<b>VDEM: VEOC 101</b>	<p>This course is designed to begin the training process by establishing a baseline awareness of the operations, procedures, plans, and systems utilized by the Virginia Emergency</p>

## **VDEM: VEOC 201**

**Operations Center. General staff confidentiality training is provided. During this course those staff assigned to the Virginia Emergency Response Team (VERT) will be given their security/badging application to complete and return.**

**TRAIN Course ID: 1015014**

**This course is broken down into the "key" or functional areas for the VERT/VEOC staff assignments. These sections are: local liaison, mission assignment, mission tracking, emergency support functions (ESF's), command staff, planning, and private partnerships. Each section is taught independently based upon the needs of the "specific" section. Students must sign up for their specific VEOC/VERT assigned section. This course teaches the resource request process, WebEOC applications, and the roles/responsibilities of each section.**

**TRAIN Course ID: 1015015**

## VERT Leadership Training Certificate

In addition to the Basic VERT Training Certificate, some VDH leadership will need to complete the VDH VERT Leadership Training Certificate.

If you are uncertain of whether you are required to have this level of advanced training, please contact the Office of Emergency Preparedness for clarification

This certificate can be found in the form of a Blended Learning Series (BLS) on TRAINVirginia. COURSE ID for the BLS is **1024884**

Course	Course Information
<b>ICS 300</b>	<p>Intermediate Incident Command System (ICS) is intended for those who could fill supervisory level positions during an incident. This two-day course will permit the student to develop an ICS organizational structure, list staffing requirements, prepare a briefing, lead or participate in a planning meeting, identify resources, develop goals, prepare an action plan and become familiar with the National Incident Management System (NIMS).</p> <p><b>TRAIN Course ID: 1014182</b></p>
<b>ICS 400</b>	<p>This course is designed for a multidiscipline audience of staff who would likely serve as incident commanders, area commanders, emergency managers, MACS &amp; EOC managers. Planning, logistics, and fiscal considerations associated with complex incident management and interagency coordination are covered in depth. Course Topics include:</p> <p>Command and General Staff Deputies and assistants Unified Command</p>



**Relationships between Area Command, Unified Command, Multi Agency Coordination Systems, and Emergency Operations Centers**

**The target audience for this course is senior personnel who are expected to perform in a decision making capacity in an Area Command or Multiagency Coordination Entity.**

**TRAIN Course ID: 1018321**

# Section 3

## Exercise Guidance and Multi-Year Plan Template

Exercises allow VDH personnel, from district and regional staff to senior management, to train and practice prevention, protection, response, and recovery capabilities in a realistic but risk-free environment. Exercises are also a valuable tool for assessing and improving performance, while demonstrating the agency's resolve to effectively respond to an emergency.

Through exercises, the Virginia Department of Health seeks objective assessments of their plans and capabilities so that gaps, deficiencies, and vulnerabilities are identified and remedied prior to a real incident.

All classified VDH employees and those contract, CDC appointees, and wage employees who work on a regular weekly basis, are required to take specific training courses in order to respond effectively in an emergency. Exercises of all types are an important training component in practicing the application of emergency response duties. Participation in exercises is expected and encouraged.

### 3.1 Exercise Types

There are seven types of exercises as defined by the Homeland Security Exercise and Evaluation Program (HSEEP), each of which is either discussions-based or operations-based. [About HSEEP](#)

Discussions-based exercises familiarize participants with current plans, policies, agreements and procedures, or may be used to develop new plans, policies, agreements, and procedures. Types of Discussion-based Exercises include:

**Seminar.** A seminar is an informal discussion, designed to orient participants to new or updated plans, policies, or procedures (e.g., a seminar to review a new Evacuation Standard Operating Procedure).

**Workshop.** A workshop resembles a seminar, but is employed to build specific products, such as a draft plan or policy (e.g., a Training and Exercise Plan Workshop is used to develop a Multi-year Training and Exercise Plan).

**Tabletop Exercise (TTX).** A tabletop exercise involves key personnel discussing simulated scenarios in an informal setting. TTXs can be used to assess plans, policies, and procedures.

**Games.** A game is a simulation of operations that often involves two or more teams, usually in a competitive environment, using rules, data, and procedure designed to depict an actual or assumed real-life situation.

Operations-based exercises validate plans, policies, agreements and procedures, clarify roles and responsibilities, and identify resource gaps in an operational environment. Types of Operations-based Exercises include:

**Drill.** A drill is a coordinated, supervised activity usually employed to test a single, specific operation or function within a single entity (e.g., a fire department conducts a decontamination drill).

**Functional Exercise (FE).** A functional exercise examines and/or validates the coordination, command, and control between various multi-agency coordination centers (e.g., emergency operation center, joint field office, etc.). A functional exercise does not involve any "boots on the ground" (i.e., first responders or emergency officials responding to an incident in real time).

**Full-Scale Exercises (FSE).** A full-scale exercise is a multi-agency, multi-jurisdictional, multi-discipline exercise involving functional (e.g., joint field office, emergency operation centers, etc.) and "boots on the ground" response (e.g., firefighters decontaminating mock victims).

## 3.2 Entering Your Exercise in **TRAINVirginia** (For the exercise planner only)

In TRAINVirginia, there is a course entitled "**VDH: Exercise Participation 2010-2011**" (Course ID **1024076**)

This Course ID will update each "grant year" to reflect the exercise and real events that have taken place in that time period. The "grant year" ends on or around August 10 each year.

The Course ID for 2009-2010 was **1018970**

Each time any type of exercise (see Section 3.1 for a list of *exercise types*) is scheduled in which health district personnel are participating, the district should add a session to the master course. This may be done at the district

level by a trained Superuser. The person coordinating the planning of the exercise (likely the district's Emergency Planner) should ensure that a session is added as early in the planning process as possible. Many health district Emergency Planners are trained Superusers. (See Section 5.5- *Adding Sessions to VDH-Instructed EP&R Courses*) As of April 1, 2010, every health district has at least two people trained as Superusers (Note: TRAIN Superusers are also Course Providers)

At this time, specific information regarding the nature of the exercise will be documented in TRAINVirginia. Information included will be

- **Exercise Name (see Section 3.4 for guidance)**
- **Type of Exercise (refer to *Exercise Types* previously listed)**
- **Start and End date and time (duration)**
- **Location (primary venues supported by participation in the exercise)**
- **Scope (local, regional, state, federal)**
- **Sponsor (may be VDH, local health district, or other community partner)**
- **Capabilities (those that are tested as a part of the exercise)**
- **Scenario type**
- **Point of Contact**
- **Objectives**

### **3.3 Documentation of Exercise Participation in TRAIN Virginia (For the exercise planner only)**

Any exercise is an important form of training for the district or work unit. Like all training, it must be documented in TRAINVirginia. Tracking of exercise participation is important for the district or work unit, and the Agency. Documented exercise participation is also required for the *Intermediate Level EP&R Certificate*.

Once an exercise session has been created in TRAINVirginia, it will then be the responsibility of the Exercise Planner to ensure that all employees participating in the exercise are made aware of the registration process for that session under the course, **"VDH: Exercise Participation 2010-2011"**.

This course is used for the documentation of participation in an exercise for **VDH employees only**. It is not necessary to ask participants from outside partners to register for this course, although you may do so.

Statewide exercises will be added from the central office. Participating health districts will be instructed on the appropriate session for which to register as a lead-up to the exercise.

Not only will the nature of the exercise be captured and documented, but the role of each employee will also be recorded and added to their training transcript on TRAINVirginia.

- It is necessary to VERIFY participation after the exercise has taken place.
- Sign-in sheets or spreadsheets listing all actual participants from the day of the event should be retained so final participation can be verified in TRAINVirginia.
- Verification of participation may be done at the district or work unit by the appointed TRAIN Superuser or *Training Point of Contact* (See Appendix B, Section 10, Part d)

## **3.4 Naming your Exercise**

### ***(For the exercise planner only)***

**When entering an exercise into TRAINVirginia please incorporate the following into the name of the exercise:**

1. The name of the health district or department in which the exercise is taking place
2. One of the following abbreviations so that the format is easily recognized in the title

Seminar-SEM

Workshop-WKP

Tabletop Exercise-TTX

Game-GM

Drill-DRL

Functional Exercise-FE

Full-Scale Exercise-FSE

## 3.5 Virginia Local Health District Drill and Exercise Requirements

### 1. Conduct 3 drill types<sup>1</sup> within Budget Period<sup>2</sup>:

Conduct any three of the following 8 possible DSNS drills by August 9<sup>th</sup> of each year:

- Personnel (staff) calldown
- Site activation
- Facility setup
- Pick-list generation
- Dispensing throughput
- RealOpt POD Modeling
- Decision-making
- Resource Allocation
- Distribution

#### 1.a. For the Following Drills Submit Metrics Data on-line to DSNS<sup>3</sup>:

- Personnel (staff) calldown
- Site activation
- Facility setup
- Pick-list generation
- Dispensing throughput

#### 1.b. For the Following Drills, Submit an After Action Report/Improvement Plan (AAR/IP) on-line to DSNS:

- Decision-making
- Resource Allocation
- Distribution

### 2. Conduct Mass Dispensing Exercise<sup>4</sup>:

- Each District must conduct one functional or full scale mass exercise during the grant year that tests key components of mass dispensing/prophylaxis plans.
- Any or all of the three DSNS Drills may be included in this requirement provided the exercise contains the components of those drills.

1. The 3 drills may be incorporated into other functional/full scale exercises. A response to real world event or incident may substitute for a drill, as long as the same documentation has been collected.
2. The Budget Period is from August 10<sup>th</sup> through August 9<sup>th</sup>, annually.
3. Only CRI jurisdictions can submit their data on-line to DSNS. For instructions on submitting reports to DSNS on-line, contact your Regional Planner. Non-CRI jurisdictions should record the results of their drills and maintain the files locally.

4. A response to real world event or incident may substitute for the Mass Dispensing Exercise requirement if elements of the Mass Dispensing Plan were used in responding to the incident and an AAR/IP is completed to document lessons learned during the response. Submit after action report / improvement plan (AAR/IP), including data used to quantify your results, such as the DSNS spreadsheets, to your Regional Planner for review. Your Regional Planner will submit the approved AARs online to the DSNS website.



## Section 3.6

### Health District Multi-Year Exercise Plan (template)

This template should be used for the health district to project its exercises into the future. It is meant to be a forward-looking plan and not to be completed after exercises have taken place.

Note: This exercise schedule is subject to change. Exercises may also be added over the course of the year as other state agencies announce exercise plans that may include an opportunity for Public Health involvement.

For an editable version of this table, please send a request to [eptraining@vdh.virginia.gov](mailto:eptraining@vdh.virginia.gov)

<i>Exercise Name</i>	<i>Exercise Dates</i>	<i>Point of Contact and Contact information</i>	<i>Scope</i>	<i>Type</i>	<i>DHS Target Capabilities</i>	<i>Previous Related Exercises and Dates</i>	<i>Supports PHEP Reqt?</i>	<i>Sponsor</i>	<i>Objectives</i>	<i>Planning Conferences and Dates</i>

## **Section 4**

### **Rapid Training-“Just-in-Time”**

Your role in a VDH response to an emergency may require you to receive rapid training. Often referred to as ‘just-in-time’ training (JITT), this method may be needed when you are called upon to fill a role for which you have not previously received training. JITT may be employed when an emergency response is spread over a long period of time and multiple shifts of people are needed to fill an immediate need. Often an employee receives training but does not immediately employ the learned skill upon returning to work. JITT eliminates the need for refresher training if a long period of time has passed since the original training was received. JITT also prevents time and resources being wasted on training people who might not participate (due to attrition or availability) when an emergency situation arises. Most importantly, it allows learners to receive training when they need it.

#### **4.1 Role of the Health District or Work Unit: Assignments and Plan Updates**

By the very nature of rapid training, this plan cannot identify which courses are appropriate for employees under any given circumstances. It is the responsibility of the health district or work unit to identify appropriate training and assignments. At a minimum, this suggested curriculum will be updated and revised annually by ORCE Training & Education. It will be the responsibility of the health district or work unit to update its own plan with specific rapid training requirements as they are necessary.

## 4.2 Rapid Training Curriculum

All exercises and drills include just-in-time training directly linked to the agency's all-hazards emergency preparedness and response operations plan.

The courses listed are recommended for the following topics. This is not an exhaustive list. Courses are added and dropped from TRAINVirginia throughout the year. These courses are recommended because they can be taken quickly, without leaving your workstation computer. Most of these courses require a simple registration process outside of TRAINVirginia:

- Strategic National Stockpile/Receipt, Stage, and Storage (RSS)
- Epidemiological investigation
- Mass prophylaxis
- The National Incident Management System
- Communications
- Isolation and quarantine
- Other, related to the agency's All-Hazards Emergency Plan, including but not limited to
  - pandemic influenza
  - special needs populations
  - general emergency preparedness
  - disaster behavioral mental health
  - WMD/terrorism

### Strategic National Stockpile/RSS-Available Courses

VDH: Strategic National Stockpile: An Overview [TRAIN Course ID- 1016026](#)

VDH: Orientation to RSS for the Strategic National Stockpile [TRAIN Course ID- 1017765](#)

VDH: InVAtrak for Inventory Control Analysts [TRAIN Course ID- 1021426](#)

VDH: InVAtrak for Points of Dispensing [TRAIN Course ID- 1025850](#)

### Epidemiological Investigation-Available Courses

What is Epidemiology in Public Health? – Northwest Center for Public Health Practice [TRAIN Course ID- 1016592](#)

Applied Epidemiology of Terrorist Events - South Central Center for Public Health Preparedness [TRAIN Course ID- 1004363](#)

Field Epidemiology - University of Albany Center for Public Health Preparedness [TRAIN Course ID- 1011905](#)

Mold Prevention Strategies and Possible Health Effects in Aftermath of Hurricanes and Major Floods - Centers for Disease Control and Prevention [TRAIN Course ID- 1006069](#)

Natural Disasters: Hurricanes - Pacific EMPRINTS [TRAIN Course ID- 1013021](#)

### Mass Prophylaxis- Available Courses

Mass Dispensing - A Primer for Community Leaders- University at Albany Center for Public Health [TRAIN Course ID- 1009414](#)

Mass Dispensing Sites: A Primer for Volunteers - University of Minnesota Center for Public Health Preparedness [TRAIN Course ID- 1009681](#)

### National Incident Management System- Available Courses

IS-700.a National Incident Management System (NIMS). An Introduction - FEMA/EMI [TRAIN Course ID- 1016070](#)

IS-800.B National Response Framework, An Introduction - FEMA/EMI [TRAIN Course ID- 1011882](#)

IS-808 Emergency Support Function (ESF) #8 - Public Health and Medical Services - FEMA/EMI [TRAIN Course ID- 1012892](#)

## Communications- Available Courses

Emergency Readiness Rounds - Risk Communication: Public Engagement in Public Health Practice Jan. 17, 2007 - University of Minnesota Centers for Public Health Preparedness and Minnesota Emergency Readiness Education Training

[TRAIN Course ID- 1007987](#)

Effective Communication - IS - 242 - FEMA/EMI [TRAIN Course ID- 1005513](#)

Medical Reserve Corps-Risk Communication Training Module - (MRC Family Disaster Planning Training Module Pre-requisite for this course)  
- KY DPH [TRAIN Course ID- 1009111](#)

Risk Communication - North Carolina Center for Public Health Preparedness  
[TRAIN Course ID- 1002548](#)

## Isolation and Quarantine-Available Courses

VDH: Introduction to Isolation and Quarantine [TRAIN Course ID- 1021694](#)

Public Health Emergency Training Module: Isolation and Quarantine - University of Minnesota Center for Public Health Preparedness [TRAIN Course ID- 1007955](#)

## Other

## Pandemic Flu: Available Courses

Preparing for an Influenza Pandemic: Focus on Local Preparedness - North Carolina Center for Public Health Preparedness [TRAIN Course ID- 1007522](#)

Influenza: Preparing to Prevent a Pandemic Disaster – West Virginia University School of Medicine, Department of Community Medicine [TRAIN Course ID- 1006543](#)

## Special Needs Populations:

Counting Upon the Kindness & Expertise of Others: Serving Vulnerable Individuals & Families in Times of Disaster - Pacific EMPRINTS [TRAIN Course ID- 1012863](#)

Special Needs Planning Considerations for Service and Support Providers -  
IS - 197.SP - FEMA/EMI [TRAIN Course ID- 1008830](#)

Public Health Emergency Training Module: Special Populations - University of  
Minnesota Center for Public Health Preparedness [TRAIN Course ID- 1007958](#)

## Emergency Preparedness:

An Introduction to Exercises - IS- 120a - Federal Emergency Management  
Agency [TRAIN Course ID- 1011646](#)

Exercise Evaluation and Improvement Planning - IS - 139 - Federal Emergency  
Management Agency - Emergency Management Institute [TRAIN Course ID-  
1004540](#)

A Citizen's Guide to Disaster Assistance - IS-7A - FEMA/EMI [TRAIN Course ID-  
1011650](#)

Public Health Agency Emergency Response Plans - North Carolina Center for  
Public Health Preparedness [TRAIN Course ID- 1004069](#)

## Psychological First Aid/Behavioral Mental Health Issues:

Public Health Emergency Training Module: Disaster Mental Health -  
University of Minnesota Center for Public Health Preparedness  
Self-Study program on Psychological First Aid and Workforce Resilience -  
University of Rochester Medical Center [TRAIN Course ID- 1007953](#)

Stress Response During Disasters: An Overview for Healthcare Workers  
[TRAIN Course ID- 1014686](#)

## Terrorism and WMD - Specifically instruction dealing with radiation:

Radiological Terrorism and Radiation Emergencies: Public Health Response -  
Michigan Center for Public Health Preparedness [TRAIN Course ID- 1008841](#)

Introduction to Chemical Agents - Pacific EMPRINTS [TRAIN Course ID- 1009766](#)

Introduction to Radiological Response (EM 110) - Yale New Haven Health

Center for Emergency Preparedness and Disaster Response TRAIN Course ID- 1006019

Terrorism, Preparedness and Public Health: An Introduction - Center for Public Health Preparedness, School of Public Health, SUNY TRAIN Course ID- 1001846

## Section 4.3

### Additional Rapid Training Resources

The following links will take you to the PowerPoint slides for most of the standard NIMS courses. It is suggested that you download and print hard copies of these slides to use for your JITT efforts should the internet be inaccessible in an emergency.

ICS-100 Instructor Slides (Module 1-4)

[https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training\\_Plan\\_documents/Combined%20ICS100/01\\_ICS100\\_Overview\\_v2\\_MODULES\\_1-4.ppt](https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training_Plan_documents/Combined%20ICS100/01_ICS100_Overview_v2_MODULES_1-4.ppt)

ICS-100 Instructor Slides (Module 5-8)

[https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training\\_Plan\\_documents/Combined%20ICS100/05\\_ICS100\\_General\\_v2\\_MODULES\\_5-8.ppt](https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training_Plan_documents/Combined%20ICS100/05_ICS100_General_v2_MODULES_5-8.ppt)

ICS-100 Instructor Guide

[https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training\\_Plan\\_documents/Combined%20ICS100/ICS100\\_IG.pdf](https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training_Plan_documents/Combined%20ICS100/ICS100_IG.pdf)

ICS-100 Student Guide

[https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training\\_Plan\\_documents/Combined%20ICS100/ICS100\\_SG.pdf](https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training_Plan_documents/Combined%20ICS100/ICS100_SG.pdf)

ICS-200 Instructor Slides (Module 1-4)

[https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training\\_Plan\\_documents/Combined%20ICS200/01\\_ICS200\\_Overview\\_v2\\_MODULES\\_1-4.ppt](https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training_Plan_documents/Combined%20ICS200/01_ICS200_Overview_v2_MODULES_1-4.ppt)

ICS -200 Instructor Slides (Module 5-8)

[https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training\\_Plan\\_documents/Combined%20ICS200/05\\_ICS200\\_Brief\\_v2\\_MODULES\\_5-8.ppt](https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training_Plan_documents/Combined%20ICS200/05_ICS200_Brief_v2_MODULES_5-8.ppt)

ICS-200 Instructor Guide

[https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training\\_Plan\\_documents/Combined%20ICS200/ICS200\\_IG.pdf](https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training_Plan_documents/Combined%20ICS200/ICS200_IG.pdf)

ICS-200 Student Guide

[https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training\\_Plan\\_documents/Combined%20ICS200/ICS200\\_SM.pdf](https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training_Plan_documents/Combined%20ICS200/ICS200_SM.pdf)

# Section 5

## Training Needs Assessment Survey

Your specific training priorities have been identified using the results of the agency-wide Training Needs Assessment Survey completed in January of 2011.

Included here is a copy of the survey results for your district or work unit, as well as a summary of the training priorities that were identified.

The Office of Risk Communication (ORCE) conducted a needs assessment survey in January 2011 to determine the training needs of districts and offices. Needs assessments will be conducted every two years to assess the changing needs of employees involved in emergency response.

### Methodology

The survey was developed based on the Emergency Preparedness Core Competencies. A workgroup led by the ORCE Instructional Designer provided input during development. The workgroup included District Emergency Planners, State and Regional Training Coordinators and the Director of ORCE. The survey was piloted by 12 employees in districts and offices in December 2011. Comments were reviewed by the workgroup and appropriate changes were incorporated into the survey.

***Table 1: Emergency Preparedness Core Competencies for All Public Health Workers***

- |  |
|--|
| <ol style="list-style-type: none"><li>1. Describe the public health role in emergency response in a range of emergencies that might arise.</li><li>2. Describe the chain of command in emergency response.</li><li>3. Identify and locate the agency emergency response plan (or the pertinent portion of the plan).</li><li>4. Describe his/her functional role(s) in emergency response and demonstrate his/her role(s) in regular drills.</li><li>5. Demonstrate correct use of all communication equipment used for emergency communication (phone, fax, radio, etc.)</li><li>6. Describe communication role(s) in emergency response:<ul style="list-style-type: none"><li>• within the agency using established communication systems</li><li>• with the media</li><li>• with the general public</li><li>• personal (with family, neighbors)</li></ul></li><li>7. Identify limits to own knowledge/skill/authority and identify key system</li></ol> |
|--|



- resources for referring matters that exceed these limits.
8. Recognize unusual events that might indicate an emergency and describe appropriate action (e.g., communicate clearly within the chain of command.)
  9. Apply creative problem solving and flexible thinking to unusual challenges within his/her functional responsibilities and evaluate effectiveness of all actions taken.

\*Developed by the Columbia University School of Nursing Center for Health Policy

The survey was conducted January 16 – 28, 2011 using the online survey software Zoomerang ([www.zoomerang.com](http://www.zoomerang.com)). A link to the survey was emailed to all VDH employees by the Commissioner of VDH and the Deputy Commissioner of Public Health and Preparedness. District Directors, Office Directors, Regional Training Coordinators and Emergency Planners followed up with their work units encouraging them to complete the survey.

At the end of the survey period, the data was compiled within Zoomerang. Statewide results were then analyzed by the ORCE Training and Education Team. Key findings and recommendations were presented to and approved by VDH senior management. Concurrently, district specific reports were provided to districts. Regional Training Coordinators met with districts to review district specific results and determine training priorities.

## **5.1 The Survey**

### Response rate

The overall response rate of the survey was 82 percent. There were 3865 responses from the 4715 reported employees at VDH who were eligible to answer the survey. All health districts achieved at least a 50 percent and 25 of those districts achieved at least 75 percent.

### Demographic data

Five roles made up the majority of respondents (66%) statewide. Administrative support staff were among the largest group of responders (N=837), followed by nurses (N=737), and environmental health professionals (N=538).

***Table 2: Top 5 Professional Roles of Respondents***

<b>Professional role</b>	<b>Number of respondents</b>	<b>% of respondents</b>
Administrative support staff	837	22%
Nurses	737	19%
Environmental health	538	14%
Administrator/Director/Manager	208	5%
Nursing/Clinic Aide	183	5%

Fifty-eight (58) percent of respondents have been in their current position for more than 5 years, while almost half (47%) have been working for the health department for at least 10 years. Most of the respondents (76%) held health district positions.

## 5.2 Training Priorities

### Statewide Training Priorities

TNA Question Addressed	Topic	Recommended Solution(s)	Target Audience	Implementation Details
8, 9, 15, 16, 23, 24	VDH and employee role in an emergency due to biological, chemical, and nuclear/radiological incidents	<ul style="list-style-type: none"> <li>- Live, interactive trainings delivered to work units upon request</li> <li>-Work unit training on specific employee roles in emergency incidents</li> </ul>	All employees	<ul style="list-style-type: none"> <li>-VDH: VDH's Role in Emergency Response WBT Course Id 1018305</li> <li>- Overview of CBRNE live training <i>Available October 2011</i></li> <li>- VDH's Role in Emergency Response delivered via live training <i>Available October 2011</i></li> </ul>
24, 38, 39	Personal Preparedness	<ul style="list-style-type: none"> <li>- Live, interactive trainings delivered to work units upon request</li> <li>-Segment in required VDH's Role in Emergency response WBT</li> <li>-Segment in required VDH's Role in Emergency response live training</li> </ul>	All employees	<ul style="list-style-type: none"> <li>-Personal Preparedness delivered via live training <i>Available October 2011</i></li> <li>- VDH: VDH's Role in Emergency Response WBT Course Id 1018305</li> <li>-VDH's Role in Emergency Response delivered via live training <i>Available October 2011</i></li> </ul>
10, 17	Health Alert Network	<ul style="list-style-type: none"> <li>-WBT User Training</li> <li>-Live training for Collaborators and Administrators</li> </ul>	All employees	<ul style="list-style-type: none"> <li>-Health Alert Network User WBT <i>-Available May 2011</i></li> <li>-Health Alert Network Collaborator Training <i>Available June 2011</i></li> <li>-Health Alert Network Administrator Training</li> </ul>

				<i>Available June 2011</i>
10, 17	NIMS/ICS	-Provide short "refresher" courses	All employees	-VDH: NIMS in a Nutshell Course Id 1026309 -VDH: ICS in a Nutshell Course Id 1026310
11, 29, 31	Communications	-Implement training plan with various topics aimed at various levels of communication with the public	All employees	-Communications Training Plan <i>Available October 2011</i>

WBT – Web-based training

## **A link to the statewide survey results:**

[https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training\\_Plan\\_documents/Final\\_2011NeedsAssessmentResults.xls](https://covkc.agencies.virginia.gov/vdh/courses/EPR/Training_Plan_documents/Final_2011NeedsAssessmentResults.xls)

# Section 6

## Program Administration

### 6.1 Keeping the Program Current

The Agency Public Health Preparedness Training Program and Exercise Guidance document will be updated annually to reflect changes in required or recommended Agency training initiatives.

- VDH ORCE Training & Education will ensure that an updated (calendar year) version of this program is distributed to health districts and other work units by April 10 each calendar year. This timing allows results from the most recent Training Needs Assessment Survey to be incorporated into the program.
- Updates made by the health district or work unit that are specific to their needs should be included in this program when the new requirement is put into effect by the work unit.

### 6.2 Tracking Your Progress Using **TRAIN Virginia**

Your training progress will be tracked using the TRAINVirginia online learning management system. A training plan may be assigned to you by your supervisor that includes your required training. The plan will also show all training that you have completed. To view your plan after it is assigned, follow the steps below:

1. Login to TRAINVirginia at <http://va.train.org>.
2. Once logged in go to your "My Learning Record" section at the top right of the welcome page and click on the "My Training Plan" link.
3. Once your training plan appears review each section to make sure you have taken the courses needed for your certificate. If

you find training listed that you would like to take just click on the training course name and register as you would for any other course.

If you experience problems with your training plan or TRAINVirginia please contact your local TRAIN Superuser, Work Unit Training Point of Contact, Regional Training Coordinator or the TRAINVirginia Administrator.

### Regional Training Coordinators

Northern Region	Nancy Fones	<a href="mailto:nancy.fones@vdh.virginia.gov">nancy.fones@vdh.virginia.gov</a>	703-934-0624
Central Region	Donald Moore	<a href="mailto:donald.moore@vdh.virginia.gov">donald.moore@vdh.virginia.gov</a>	804-864-8238
Western Region	Becky McCabe	<a href="mailto:becky.mccabe@vdh.virginia.gov">becky.mccabe@vdh.virginia.gov</a>	540-484-0292 x126
Eastern Region	Pam Blair-Miller	<a href="mailto:pam.blairmiller@vdh.virginia.gov">pam.blairmiller@vdh.virginia.gov</a>	757-683-2479

### TRAINVirginia Administrator

Brad  
Bradley [robert.bradley@vdh.virginia.gov](mailto:robert.bradley@vdh.virginia.gov) 804-864-8233  
Director, Office of Risk Communication and Education

Suzi Silverstein	<a href="mailto:suzi.silverstein@vdh.virginia.gov">suzi.silverstein@vdh.virginia.gov</a>	804-864-7538
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### Public Health Training Coordinator, Office of Risk Communication and Education

Patrick Bridge	<a href="mailto:patrick.bridge@vdh.virginia.gov">patrick.bridge@vdh.virginia.gov</a>	804-864-8235
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Trained staff in each work unit or health district can access all training records and run reports to track training progress on all personnel.

The Distance Learning Coordinator can run reports to indicate course completion or progress agency-wide. Rosters for each course are available on TRAINVirginia and can easily be provided for review should they be needed.

## 6.3 Verification of NIMS and TSAO

All NIMS (IS-100.a, 700.a, 200.a, 800, ICS 300, 400, *et al*) and Terrorism and Security Awareness (TSAO) must be *verified* by ORCE Training and Education in order for the employee to get credit for having taken the course.

*NOTE: ORCE Training and Education does not verify non-EP&R courses and there is no need to send us certificates for such courses*

This verification process can be handled in one of two ways:

### Option 1

A designated TRAINVirginia Superuser at the district or work unit may verify completion of these courses in TRAINVirginia only upon receipt of a certificate or course sign-in sheet as appropriate.

**\*Documentation of EP&R-related training should be retained at the district or work unit. This should include certificates or sign-in sheets (with course details) as appropriate.**

### Option 2

The health district or work unit may send certificates of completion (or, in the case of TSAO, sign-in sheets) directly to ORCE Training & Education. This can be done by:

- Emailing a copy of the completion certificate or completion message from FEMA *that includes the link to the certificate* to [eptraining@vdh.virginia.gov](mailto:eptraining@vdh.virginia.gov)



- Faxing a copy of the certificate to (804) 864-8239
- Mailing copies to *Virginia Department of Health  
ORCE Education and Training  
UB 10  
109 Governor Street  
Richmond, VA 23219*
- If you are in the Madison Building, you may use inter-office mail to the room number listed above

**\*Documentation of EP&R-related training should be retained at the district or work unit. This should include certificates or sign-in sheets (with course details) as appropriate.**

## **6.4 Registration Rules- Preparedness Training through *TRAIN Virginia***

Just like all VDH training, EP&R-related courses must be registered for or recorded through TRAINVirginia.

If documentation of completion for a given course is sent to ORCE Training and Education for verification and we find that the employee has not registered for that course, the following steps should take place:

1. ORCE Training & Education will notify the TRAINVirginia Supersuser (or Work Unit Training Point of Contact) in the district or work unit that there is a problem
2. The Supersuser (or Work Unit Training Point of Contact) will contact the employee and have them register for the course, offering assistance as needed.

3. The Superuser (or Work Unit Training Point of Contact) will notify ORCE Training and Education when the registration is complete
4. ORCE Training and Education will complete the verification of the course

**Prior Completion or Completion outside VDH:**

Occasionally, an employee may have already taken one of the EP&R-related courses from a source outside VDH or taken a version of the course that is not currently listed in TRAINVirginia.

There is no need to create a course listing. The employee would simply register for one of the options listed below in order to document completion of the course.

**Example:** The local fire department offers ICS-300 and a VDH employee who needs that course takes advantage of the convenient location. The employee would register for course ID #1018121 and then submit the completion certificate for verification (as they would do for any of these courses).

**TRAIN Course ID for "Prior Completion or Outside VDH"**

- VDH: IS-700: Prior or Outside VDH Completion of NIMS IS-700  
**1003959**
- VDH: IS-100: Prior or Outside VDH Completion **1005098**
- VDH: Terrorism and Security Awareness Orientation (TSAO)  
**1006368**
- VDH: ICS-300: Prior or Outside VDH Completion of ICS-300 Intermediate ICS **1018121**
- VDH: IS-200: Prior or Outside VDH Completion **1018119**

- VDH: ICS-400: Prior or Outside VDH Completion of ICS-400 Advanced ICS **1018122**
- VDH: IS-800 Prior or Outside VDH Completion **1021691**

**\*ORCE Training and Education WILL NOT batch register VDH employees for these courses. It is the responsibility of the employee to maintain his or her own TRAINVirginia account. (See Appendix D for Agency Training Policy)**

## 6.5 Adding Sessions to VDH-Instructed Courses

The district or work unit may have trained instructors for some of the Preparedness courses listed in our training program. Those instructors may offer sessions of the following courses or training at the district or work unit level:

- IS-700.a Instructor-led version TRAIN Course ID **1016650**
- IS-100.a Instructor-led version TRAIN Course ID **1024413**
- IS-200 Instructor-led version TRAIN Course ID **1019038**
- Terrorism and Security Awareness Orientation (TSAO) Classroom TRAIN Course ID **1004702**
- VDH: Exercise Participation 2010-2011 TRAIN Course ID **1024076**

(Please consult your Regional Training Coordinator for assistance with this process)

It is very important that the process for adding a session to these existing courses be followed correctly to ensure the accuracy of training data reported by the Agency.

**IMPORTANT:** A session should be added when the course will be offered by an instructor from **your district or work unit**. Adding a session to this course **does not** notify VDH ORCE Training & Education that you wish to have a session or instructors scheduled.

It will then be the responsibility of the session planner to make sure that all attendees are aware of and register for the appropriate session in TRAINVirginia.

**DO NOT ADD SESSIONS FOR COURSE OFFERINGS BY AN OUTSIDE AGENCY (with the exception of EXERCISES in which VDH staff will participate)**

**\*Do not add sessions to courses other than those listed above without consulting the Course Provider for that course.**

Instructions for Adding a Session: (For TRAIN Superusers or Course Providers)

1. Log on to your TRAIN site.
2. Click **Administration**.
3. Click **Courses** on the left side.
4. Locate the course for which you wish to set up sessions
5. Click on the clock icon to the left of the course title.
6. Click the **Add** button to the right of the title bar.
7. Select the session type from the list.

**Note: Where's the clock? Be aware that sessions can only be created for "Live Event" Course Types, where the format is a Conference, or Webcast, etc.**

A single session / single location is for setting up a one-time only schedule that will take place in one location. This is the most common type of session for the classroom instructor-led courses and exercises.

# Appendix A

## Competencies

Competency is a term given to a cluster of knowledge, skills, and abilities (KSAs) that are applied in an actual practice setting. Competencies help course providers develop and evaluate training content. They also help learners assess and meet their training needs.

The basic level certificate is based on the Emergency Preparedness Competencies\* - a specialized set of competencies that are applicable to all roles in an emergency response.

### EMERGENCY PREPAREDNESS CORE COMPETENCIES FOR ALL PUBLIC HEALTH WORKERS

1. Describe the public health role in emergency response in a range of emergencies that might arise. (e.g., "This department provides surveillance, investigation and public information in disease outbreaks and collaborates with other agencies in biological, environmental, and weather emergencies.")
2. Describe the chain of command in emergency response.
3. Identify and locate the agency emergency response plan (or the pertinent portion of the plan).
4. Describe his/her functional role(s) in emergency response and demonstrate his/her role(s) in regular drills.
5. Demonstrate correct use of all communication equipment used for emergency communication (phone, fax, radio, etc.)
6. Describe communication role(s) in emergency response:
  - within the agency using established communication systems
  - with the media
  - with the general public
  - personal (with family, neighbors)
7. Identify limits to own knowledge/skill/authority and identify key system resources for referring matters that exceed these limits.
8. Recognize unusual events that might indicate an emergency and describe appropriate action (e.g., communicate clearly within the chain of command.)

9. Apply creative problem solving and flexible thinking to unusual challenges within his/her functional responsibilities and evaluate effectiveness of all actions taken.

\*Developed by the Columbia University School of Nursing Center for Health Policy  
<https://www.train.org/Competencies/btcomps>

# Appendix B

## OHR Training & Development Policy

### VIRGINIA DEPARTMENT OF HEALTH OFFICE OF HUMAN RESOURCES POLICIES AND PROCEDURES MANUAL

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**Subject: Employee Training and Development**  
**Keyword: Training**

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- 1 Purpose:** This document provides policies and procedures for the management of the employee training and development process within the Virginia Department of Health (VDH). The purpose of the Employee Training and Development program is to educate and train the workforce to be effective and current in workplace practices in order to achieve the agency's mission and goals.
- 2 Authority:** The Department of Human Resource Management (DHRM) Policy # 5.05, Employee Training and Development states the agency's responsibilities.
- 3 Policy:** It is the policy of VDH to assure access to employee training necessary to achieve the agency's mission and accomplish its goals as well as training and instruction for current jobs and developmental training for career advancement. These provisions are based on business need and the availability of funding.
- 4 Definitions:**
  - a. Development:** Instructional programs and/or experiences designed to help employees become more proficient workers, or to equip them with the knowledge and skills that improve career advancement opportunities.

- b. Onboarding: The provision of essential information and the completion of required forms and training within the first thirty (30) days of employment.
- c. Succession Planning: A documented systematic effort and process of identifying and over time developing candidates for key leadership positions in order to ensure the continuity of management and leadership in an organization. Succession planning is accomplished through a competitive process which identifies people with high potential leadership talent and ensures that they are given work experiences and/or training to prepare them to assume higher level leadership positions.
- d. Training: Instruction provided to stimulate change. Its focus is short-term and directed solely at furnishing knowledge or skills that employees need to carry out their present work duties efficiently and effectively.

**5 Employee Development Plan:** Each classified employee is given a plan that is updated annually and includes personal learning goals, learning steps and resource needs as part of the Employee Work Profile (EWP). The Employee Development Plan (HR-8B) must include applicable training and development programs based on position and responsibilities. The training is to be completed during the required timeline.

## **6 Training and Development Programs:**

- a. **VDH Statewide Employee Orientation Program (SEOP):** All employees will be provided with a baseline of knowledge and skills that every employee needs in order to function successfully within VDH in his/her job (see SEOP & Training Course Matrix). The knowledge and skills will be conveyed through the VDH Statewide Employee Orientation Program which will focus on each employee's unique role in fulfilling the VDH mission, to promote and protect the health of Virginians.



**b. Training for Emergencies:** Because VDH is a Virginia Emergency Response Team (VERT) agency, all classified VDH employees and those contract, CDC appointees and wage employees who work on a regular weekly basis, are required to take specific training courses in order to respond effectively in an emergency; the nature of the training required for each employee depends on the role(s) that employee will have in an emergency situation.

**c.** Additionally, because VDH is a VERT agency it is the agency's goal to identify positions performing essential functions, and have cross-trained primary and secondary backup staff for those positions in order ensure continuation of operations during an emergency.

**d. Job Specific Training:** Job specific training will depend on the duties of the position and may include specific mandated training as well as other supervisor approved training. Please refer to the position's supervisor or manager. Also see SEOP & Training Course Matrix.

**e. Developmental Training for Career Advancement:** This type of training is used for succession planning and for employees that want to prepare themselves for the next career step. The provision of this type of training is dependent on the availability of funds at the district/office and agency levels and on the projected workforce needs of the agency. There are a variety of training programs available through the agency and state learning management systems.

**f. Other Informational Training:** This type of training may include training that is not directly job related but informational to the employee. The provision of this type of training is dependent on the availability of funds at the district/office level. There are a variety of training programs available through the agency and state learning management systems.

- 7 Training Records Management:** The agency's approved Learning Management System (LMS) is TrainingFinder Real-time Affiliate Integrated Network (TRAIN). See [materials](#) on [TRAIN](#).
- a. All training a work unit offers to VDH staff shall be posted on TRAIN.
  - b. Employees shall enter a record of all their work related training in TRAIN regardless of whether the training was obtained through TRAIN.

## **8 Training Time:**

### **a. Required Training:**

- 1) The time that any employee spends at a required training program during normal work hours shall be considered as part of the employee's normal work hours and shall not be charged to his or hers accumulated leave or considered leave without pay.
- 2) The time spent by a non-exempt employee in required training outside normal work hours shall be considered work time, in accordance with the Fair Labor Standards Act (FLSA). The time spent by an exempt employee (an employee not covered by the overtime provisions of the FLSA) in required training outside normal work hours is normally not considered work time.
- 3) Study time for required training shall be considered part of a non-exempt employee's normal work hours and considered work time under the FLSA. Study time outside of normal work hours for required training is not considered part of an exempt employee's work hours.

### **b. Non-Required Training:**

- 1) When an employee takes voluntary/optional training (not required by the agency) outside normal work hours, and that training provides no direct benefit to the agency and is not directly related to the employee's job, the time shall **not** be considered work time.

- 2) Study time for non-required training shall **not** be considered part of a non-exempt employee's work hours and **not** considered work time under the FLSA.

## **9 Responsibilities:**

### **a. Employees:**

- 1) Adhere to the personal employee development plan and this policy.
- 2) Coordinate work schedules with the supervisor to facilitate completion of the required training while maintaining core responsibilities of the job.
- 3) Maintain a record of all completed training in TRAIN.

### **b. Managers and Supervisors:**

- 1) Develop the Employee Development Plan for each employee.
- 2) Ensure that the SEOP Training Course Matrix requirements are included in the Employee Development Plan.
- 3) Ensure that each employee understands the requirements of his/her development plan and this policy.
- 4) Coordinate the employee's work schedule to ensure completion of the required training.

### **c. District or Office Director:**

- 1) Ensures implementation of this policy for the applicable District or Office.
- 2) Directs the management of the employee training and development process within the applicable District or Office.
- 3) Identifies appropriate training point of contact, trainers and training resources as needed.

### **d. Work Unit Training Point of Contact:**

- 1) Ensures completion of on-boarding and orientation activities for employees in their respective work units.

- 2) Is available to employees for questions and will periodically check-in with them to ensure they are successfully acclimating to the agency.
- 3) Reviews reports from TRAIN to validate the completion of Employee Development Plans.
- 4) Ensures that any training developed by the work unit is posted on TRAIN.
- 5) Ensures that the work unit establishes and maintains:
  - (a) at least one person to perform instructor-led training modules from the [Managing Virginia Program](#) (facilitator and student guides provided) and
  - (b) at least one person responsible for the reporting of [training metrics data](#) for the work unit.
  - (c) reports changes in these assignments to OHR within one month of the effective date.

**e. Office of Human Resources (OHR):**

- 1) Updates this policy when training requirements are added, revised and/or when otherwise applicable.
- 2) Provides access to train the trainer resources and curriculum materials.

**10 Rescissions:** VDH Human Resources Policy # 5.05 dated September 1, 1994 is rescinded.

**11 Effective Date:** This issuance is effective on 8/10/2009.

**Approved:**                     Signature on file                      
8/6/2009

Rebecca E. Bynum Director, Office of Human Resources

# Appendix C

## Revision History

***April 25, 2011***- Added course to Section 2.4. IS-706 NIMS Intrastate Mutual Aid- An Introduction. Updated Section 1.3 to reflect the change to IS-242.a and the new course ID

***May 31, 2011***- Updated the Basic Level Certificate BLS (Section 1.2) to include the new HAN course ID. Eliminated use of the term “EP&R” to describe courses related to the certificate levels.